



PATENT/DOCKET NO. \_\_\_\_\_  
CUSTOMER NO. 23644

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Serial No.: 10/650,227

Filed: 8/24/03

Title: Improved Load Balancing in a  
Network of Contact Centres

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§

Attorney Docket No. \_\_\_\_\_

Group Art Unit: 2642

Examiner: n/a

Commissioner for Patents  
Washington, D.C. 20231

POWER OF ATTORNEY FOR  
PATENT APPLICATION

Nortel Networks Limited, a Canadian corporation having principal offices at:

**Nortel Networks Limited**  
**2351 Boulevard Alfred-Nobel**  
**St. Laurent, Quebec H4S 2A9, Canada**

the owner by assignment of the entire right, title and interest to the invention for Improved Load Balancing in a Network of Contact Centres, by Liam Mannion, Seamus Hayes, Donald McNelis and Paul Kelly, and in and to the application for patent and any Letters Patent, whether domestic or foreign, that may issue thereon, by virtue of the assignment (check as applicable):

- ☒ Recorded Concurrently Herewith  
☐ Recorded on \_\_\_\_\_  
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☐ Copy Attached

hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Thomas E. Smith (Reg. No. 18,243, Dennis M. McWilliams (Reg. No. 25,195), James R. Sweeney (Reg. No. 18,721), William M. Lee, Jr. (Reg. No. 26,935), Glenn W. Ohlson, (Reg. No. 28,455), David C. Brezina (Reg. No. 34,128), Jeffrey R. Gray (Reg. No. 33,391), Timothy J. Engling (Reg. No. 39,970), Gerald S. Geren (Reg. No. 24,528), Peter J. Shakula (Reg. No. 40,808), Robert F.I. Conte (Reg. No. 20,354), Howard B. Rockman (Reg. No. 22,190), Mark J. Nahnsen (Reg. No. 51,093), Mark A. Hagedorn (Reg. No. 44,731);

its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

NORTEL NETWORKS LIMITED

27 August 2003.  
Date

R. Free.  
Name: Dr Rachel Free  
Senior Patent Attorney  
Title



PTO/SB/01 (08-03)

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**DECLARATION FOR UTILITY OR  
DESIGN  
PATENT APPLICATION  
(37 CFR 1.63)**Declaration  
Submitted  
With Initial  
Filing

OR

Declaration  
Submitted after Initial  
Filing (surcharge  
(37 CFR 1.16 (e))  
required)

Attorney Docket Number

920476-94734

First Named Inventor

MANNION, Liam

COMPLETE IF KNOWN

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(Title of the Invention)

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Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				Yes	No
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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☐ Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

[Page 1 of 2]

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**DECLARATION — Utility or Design Patent Application**

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Name Barnes & Thornburg			
Address PO Box 2786			
City Chicago		State Illinois	ZIP 60690-2786
Country USA	Telephone		Fax
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.			
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) LIAM		Family Name or Surname MANNION	
Inventor's Signature			Date
Residence: City GALWAY	State	Country IRELAND	Citizenship IRELAND
Mailing Address 39 DUN AENGUS THE DOCKS			
City GALWAY	State	ZIP	Country IRELAND
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) SEAMUS		Family Name or Surname HAYES	
Inventor's Signature			Date
Residence: City GALWAY	State	Country IRELAND	Citizenship IRELAND
Mailing Address 22 GLEANN NA TRA SANDY ROAD			
City GALWAY	State	ZIP	Country IRELAND
<input checked="" type="checkbox"/> Additional inventors or a legal representative are being named on the 1 supplemental sheet(s) PTO/SB/02A or 02LR attached hereto.			



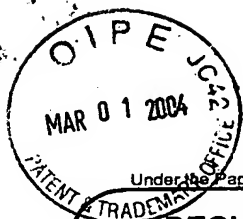
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## DECLARATION

ADDITIONAL INVENTOR(S)  
Supplemental Sheet  
Page 1 of 1

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
DONALD Given Name		MCNELIS Family Name or Surname	
Inventor's Signature		Date	
FALKIRK Residence: City	State	United Kingdom Country	United Kingdom Citizenship
3 STYLES PLACE Mailing Address			
Mailing Address			
FALKIRK City	State	FK1 5BD ZIP	United Kingdom Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
PAUL Given Name		KELLY Family Name or Surname	
Inventor's Signature <i>Paul Kelly</i>		Date 3/9/03	
CO. GALWAY Residence: City	State	IRELAND Country	IRELAND Citizenship
POLLNABANNY BRIDGE Mailing Address			
TEMPLEMARTIN Mailing Address			
CO. GALWAY City	State	ZIP	IRELAND Country
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Mailing Address			
Mailing Address			
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Examiner Name

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			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Address PO Box 2786			
City Chicago		State Illinois	ZIP 60690-2786
Country USA	Telephone		Fax
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NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) <u>LIAM</u>		Family Name or Surname <u>MANNION</u>	
Inventor's Signature <u>Liam Mannion</u>			Date <u>27/8/03</u>
Residence: City GALWAY	State	Country IRELAND	Citizenship IRELAND
Mailing Address 39 DUN AENGUS THE DOCKS			
City GALWAY	State	ZIP	Country IRELAND
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) <u>SEAMUS</u>		Family Name or Surname <u>HAYES</u>	
Inventor's Signature <u>Seamus Hayes</u>			Date <u>27/8/03</u>
Residence: City GALWAY	State	Country IRELAND	Citizenship IRELAND
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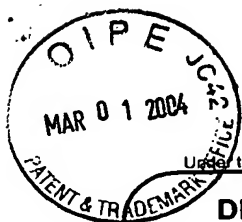
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Mailing Address			
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Given Name <b>DONALD</b>		Family Name or Surname <b>MCNELIS</b>	
Inventor's Signature <i>D. McNelis</i>		Date <i>11 Sep 2003</i>	
Residence: City <b>FALKIRK</b>	State	Country <b>United Kingdom</b>	Citizenship <b>United Kingdom</b>
Mailing Address <b>3 STYLES PLACE</b>			
Mailing Address			
City <b>FALKIRK</b>	State	ZIP <b>FK1 5BD</b>	Country <b>United Kingdom</b>
<b>Name of Additional Joint Inventor, if any:</b>		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name <b>PAUL</b>		Family Name or Surname <b>KELLY</b>	
Inventor's Signature		Date	
Residence: City <b>CO. GALWAY</b>	State	Country <b>IRELAND</b>	Citizenship <b>IRELAND</b>
Mailing Address <b>POLLNABANNY BRIDGE</b>			
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